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ABSTRACT

U.S. workers' views on discrimination and race on the job were examined in a telephone survey of 1,470 adults across the 48 contiguous United States that yielded 1,005 complete interviews. White workers were far more likely than workers of other races to believe that everyone is treated fairly at work. Race was a more powerful indicator of opinion on workplace discrimination than income or education. Many U.S. workers worked in ethnically homogeneous environments. White workers were much less influenced by their company's diversity than nonwhite workers were. African-American workers were far more likely than white workers or workers of other races to support the idea of preferential treatment to address past discrimination. African-American workers were the least satisfied with how seriously their employer regards discrimination in the workplace. Workers employed at larger companies were more likely than those in smaller companies to say that their employer takes incidents of discrimination seriously and have a clearly defined discrimination policy. Support for laws mandating diversity in the workplace was far higher among nonwhites than among whites. Workers of all races believed that employers and workers, not government, are primarily responsible for addressing discrimination in the workplace. (Fourteen figures are included. A description of the study methodology and the survey instrument are appended.) (MN)

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ohn J. Heldrich Center for Workforce Development
utgers, The State University of New Jersey

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Americans' Attitudes About Work, Employers and Government

Work Trends

A Workplace Divided:

How Americans View Discrimination and Race on the Job

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January 2002

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John J. Heldrich Center for Workforce Development
Rutgers, The State University of New Jersey

Americans' Attitudes About Work, Employers and Government

Work Trends

A Workplace Divided:

How Americans View Discrimination and Race on the Job

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January 2002

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Background

The John J. Heldrich Center for Workforce Development

The John J. Heldrich Center for Workforce Development at the Edward J. Bloustein School of Planning & Public Policy at Rutgers University was founded as a research and policy organization devoted to strengthening New Jersey's and the nation's workforce during a time of global economic change. The Heldrich Center researches and puts to work strategies that increase worker skills and employability, strengthen the ability of companies to compete, create jobs where they are needed, and improve the quality and performance of the workforce development system.

The need to improve worker skills has become a crosscutting issue in the information age. Whereas in the 1950s, six in ten workers were unskilled, today, more than 60 percent of the workforce is skilled and less than 20 percent unskilled. According to Coopers and Lybrand, in 1997 nearly 70 percent of growth company CEOs pointed to the lack of skilled workers as the number one barrier to growth—a figure that had doubled since 1993. Despite the need, U.S. investment in workforce education and training trails other leading democracies.

The transformation to a new economy driven by knowledge and its application has thrust workforce investment strategy to the forefront of domestic policy. In globally competitive labor markets, workers who lack basic skills and literacy are in greater danger than ever before. Urban planning and redevelopment strategies cannot ignore the role of education and work skills in preparing young adults to compete for new jobs in the emerging service, retail, and technology sectors. Similarly, the nation's long debate over public school reform must acknowledge that our nation's "forgotten half" of young people not attending college need help now to access the economic and social mainstream.

While workers with skills and the determination to keep them sharp are in heavy demand, huge numbers of adults still cannot read, write, or perform basic math functions effectively. A fifth of working Americans have a zero or minimal literacy level in reading and math. Job seekers and young people entering the workforce need solid literacy and numeracy skills, and they need to use them to acquire the job-specific and career-building skills that will give them access to good jobs.

The transformation to a new economy driven by knowledge and its application has thrust workforce investment strategy to the forefront of domestic policy.

The Heldrich Center is the first university-based organization devoted to transforming the workforce development system at the local, state, and federal levels. We identify best practices and areas where government performance should be improved, and provide professional training and development to the community of professionals and managers who run the system and are responsible for making it work. The Center provides an independent source of analysis for reform and innovation in policy making and is engaged in significant partnerships with the private sector to design effective education and training programs.

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The Center for Survey Research and Analysis

Two years ago, the University of Connecticut announced the formation of its new **Center for Survey Research and Analysis (CSRA)**, thus strengthening its focus on conducting original survey research. The Center is an outgrowth of the tremendous success of original survey research conducted under the aegis of the Roper Center/Institute for Social Inquiry. For twenty years, Roper Center/ISI had conducted high quality, high profile original research; this tradition is being continued and expanded.

To better understand the public's attitudes about work, employers and the government, and improve workplace practices and policy, the Heldrich Center and the CSRA produce the *Work Trends* Survey on a quarterly basis.

The Center, a nonprofit, non-partisan research and educational facility, is a leader in conducting important public opinion research in the public and private sectors. CSRA staff have completed more than 300 survey projects, for a wide variety of clients, in the twenty years of survey research at UConn.

The Center for Survey Research and Analysis has extensive experience in surveying special populations, including studies of Members of Congress, journalists, business owners and managers, parents, teen-agers, college seniors, and university faculty.

In addition to quantitative research, CSRA also conducts in-depth qualitative research, including nationwide focus groups, one-on-one interviewing, and case studies. The staff has worked with clients to develop strong secondary research programs in support of on-going research in a variety of fields. Expert statisticians are also available for additional analysis of original and secondary data.

CSRA strictly adheres to the code of ethics published by the American Association of Public Opinion Research, which, among other things, requires us to fully divulge our research methods, treat all respondents with respect and honesty, and insure that our results are not presented in a distorted or misleading manner.

During the past three years staff now affiliated with CSRA have conducted more than seventy national, regional and local survey projects.

To better understand the public's attitudes about work, employers and the government, and improve workplace practices and policy, the Heldrich Center and the CSRA produce the *Work Trends* survey on a quarterly basis. The survey polls the general public on critical workforce issues facing Americans and American businesses, and promotes the survey's findings widely to the media and national constituencies.

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1. Overview and Summary

This report is the ninth survey in the *Work Trends* series that polls American workers about issues affecting their lives in the economy, the workforce, and the workplace, and how workers view the policy choices made by employers and lawmakers to address their concerns. The project was founded in 1998 and is co-directed by the John J. Heldrich Center for Workforce Development at Rutgers, and the Center for Survey Research and Analysis at the University of Connecticut.

In this new report, *A Workplace Divided: How Americans View Discrimination and Race on the Job*, American workers express their views on the contentious issue of discrimination in the workplace—how they perceive and experience discrimination, as well as what they expect government and employers to do about it. In this survey, workers describe two very different workplaces. The workplace described by the white worker is one where equitable treatment is accorded to all, few personally experience discrimination, and few offer strong support for policies such as affirmative action to correct past discrimination against African-American and other minority workers. In stark contrast, the workplace of non-white workers is one where the perception of unfair treatment is significantly more pronounced, where many employment policies such as hiring and promotion are perceived as unfair to African-American workers, and where support for corrective action is high. These workers expect that employers should play an active role in creating a more equitable workplace.

The average American worker spends over 40 hours per week at work. Ideally, this time is spent in an equitable workplace that is conducive to worker productivity, morale and safety, and provides all workers with equal opportunity for satisfaction and advancement. *Work Trends: A Workplace Divided* demonstrates that for many workers—particularly African- and Hispanic-American workers—such an equitable workplace has proved elusive. According to the Equal Employment Opportunity Commission (EEOC), employee complaints of discrimination and racial harassment in the workplace have increased significantly in the last ten years, from a little more than 3,000 per year in 1991, to almost 9,000 in 2000. At the same time, employee charges of retaliation for complaints about discrimination and racism have increased, as have damage awards to employees in EEOC lawsuits involving race-based charges. Clearly, despite an increasingly diverse society, discrimination remains a major concern for many workers. Almost forty years since the passage of the Civil Rights Act of 1964 that mandated legal equality for minorities, race remains a major barrier among Americans in the workplace, both in how people perceive and experience discrimination, and what they want done about it.

In this new report, *A Workplace Divided: How Americans View Discrimination and Race on the Job*, American workers express their views on the contentious issue of discrimination in the workplace—how they perceive and experience discrimination, as well as what they expect government and employers to do about it.

A Workplace Divided reveals that many Americans do not believe that they or their colleagues are the victims of unfair treatment, with white workers far more likely than workers of other races to believe that everyone is treated fairly at work. However, further analysis makes clear that race is the most significant determinant in how people perceive and experience discrimination in the workplace, as well as what they believe

employers should do to address such incidences and attitudes. Indeed, the racial divide in the American workplace is more powerful an indicator of opinion than income or education. Doing well does not ease the sense of discrimination. Our survey shows that more than half (56%) of higher income non-white workers believe that African-Americans are the most likely to experience discrimination, compared to only 33% of whites in the same income group.

Indeed, the racial divide in the American workplace is more powerful an indicator of opinion than income or education. Doing well does not ease the sense of discrimination. Our survey shows that more than half (56%) of higher income non-white workers believe that African-Americans are the most likely to experience discrimination, compared to only 33% of whites in the same income group.

Among higher and lower income African-Americans, there is very little difference in the perception of discrimination in the workplace. Other findings include:

- Many Americans work in ethnically homogenous environments. The survey finds that almost one-third (31%) of workers indicate that their workplace does not employ any African-American workers, while 34% indicate that they do not work with any Hispanic workers. Among white workers, these figures rise significantly (37% and 41%, respectively), and drop among non-white workers (20% and 22%). Thirty-seven percent of white workers have no African-American co-workers and 41% have no Hispanic co-workers.

- A racial divide is found between small and large companies, and within large companies, in that the smaller the company, the less likely it is that African- and Hispanic-Americans are among the employees. Almost two-thirds (64%) of those who work at a company that employs less than 25 people say that they do not work with any African-Americans, while 60% say they do not work with any Hispanic-Americans. In contrast, at companies that employ 250 or more people, only 8% say they have no African-American colleagues, and 15% say they do not work with any Hispanic-Americans.

- White workers are much less influenced by the diversity of their company than non-white workers. For instance, regardless of whether they have African-American co-workers or not, only about one-third of white workers agree that African-American workers are more likely to be treated unfairly. Conversely, 40% of non-white workers who do not have any African-American colleagues agree with this statement, compared to 62% of those whose company employs significant numbers of African-Americans.

- African-American workers are far more likely than white workers or workers of other races to support the idea of preferential treatment to address past discrimination. Half (50%) of African-Americans agree with this kind of affirmative action, and 33% strongly agree. In stark contrast, only 15% of white workers similarly agree, with only 4% voicing strong agreement for affirmative action.

- African-American workers and other minorities say they are more likely than white workers to say they have personally experienced discrimination in the workplace, although in general, relatively few workers report first-hand experience with discrimination.

- African-American workers are the least

satisfied with how seriously their employer regards discrimination in the workplace. The majority (86%) of white workers and almost three-fourths (74%) of workers of other races agree that their employer takes incidents of discrimination in the workplace seriously, compared to 61% of African-American workers. Workers of all races are almost equally likely to say that their employer has clearly defined anti-discrimination policies.

- Workers employed at larger companies are more likely than those in smaller companies to say that their employer takes incidents of discrimination seriously and has a clearly defined discrimination policy, while workers in smaller companies express more satisfaction with the way their employer responded to their complaint.

- When asked about certain employment practices—such as hiring and promotion—at their workplace as they impact African Americans, the majority of workers say that employment practices are not carried out in a way that is unfair to African-Americans. However, in each instance, African-American and other non-white workers are more likely than white workers to say that employment practices are carried out in a way that is unfair.

Less than half (49%) of white workers agree that employers should be required by law to maintain a certain level of diversity in the workplace. In stark contrast, 83% of African-Americans agree with such a policy.

- There is far more support among non-whites for laws mandating diversity in the workplace than there is among white workers. Less than half (49%) of white workers agree that employers should be required by law to maintain a certain level of diversity in the workplace. In stark contrast, 83% of African-Americans agree with such a policy. Among all workers there is more support for the idea that the diversity among a company's employees should reflect the diversity of the city in which it is located.

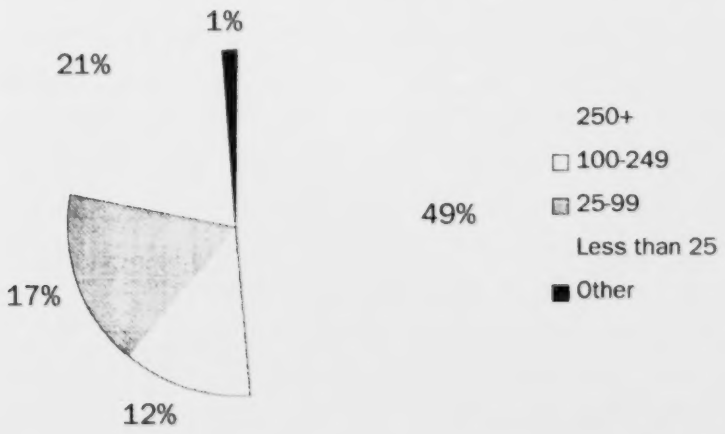
- Workers of all races believe that employers and workers, not government, are pri marily responsible for addressing discrim ination in the workplace.

Section 1: Profile of Companies

Experiences and perceptions of discrimination in the workplace vary among workers employed by organizations of different sizes and with different purposes. In general, those working for large employers are more likely to have non-white co-workers, believe that there are incidences of discrimination in the workplace, and believe that employers have policies in place to address discrimination. As indicated throughout the report, these differences are much more pronounced when comparing the experience of workers from organizations having only white workers with those with colleagues from different racial backgrounds. The following profile of companies for which respondents work is based on approximately 3,000 worker interviews conducted in the last year as part of the *Work Trends* project.

Consistent with statistics from the U.S. Census Bureau's Statistics of U.S. Business[1], the Work Trends data show that more than half of all workers are employed by organizations with 100 or more employees, with 44% of workers employed by companies with at least 250 workers. In looking at where non-white workers are employed, close to half (49%) are employed by organizations with 250 or more employees with 12% employed by firms with 100-249 employees, 17% working for organizations with 25-99 employees, and 21% working in organizations with 25 or fewer employees. More than half (52%) of non-white workers are employed by for-profit businesses, almost a quarter (24%) employed by government, 15% by not-for-profit organizations, and only 8% of non-white workers are self-employed.

Fig. 1-1: Where Non-White Workers are Employed, by Company Size



[1] U.S. Bureau of the Census, Statistics of U.S. Business, 1998. Data can be found at http://www.census.gov/epcd/www/smallbus.html#EmpSize.

Section 2: Worker Perceptions of Discrimination in the Workplace: Who Is Treated Unfairly?

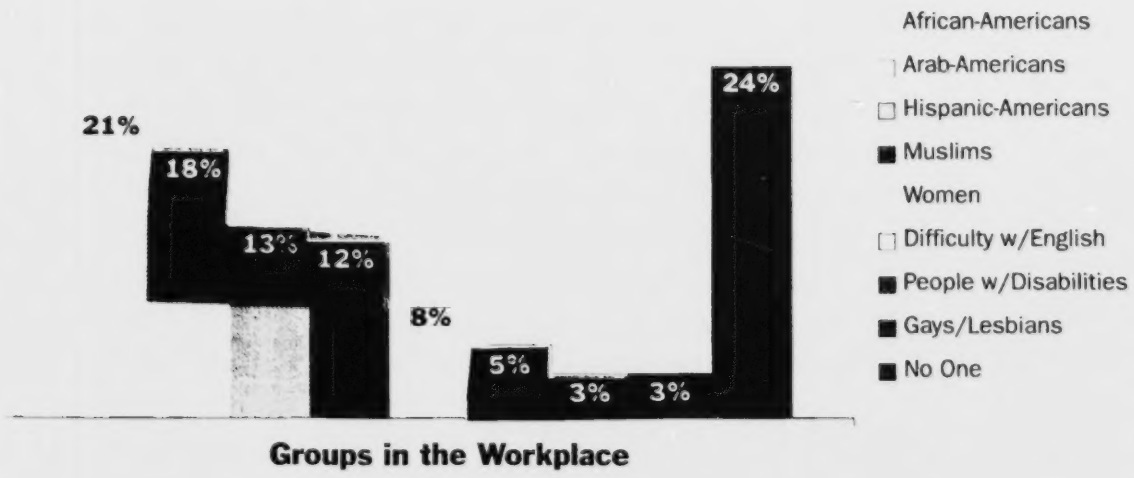
American workers do not have to personally experience discrimination in the workplace to feel its impact. A person's belief that he or she is more likely than others to be singled out for unfair treatment because of race, ethnicity, or other characteristics can have a negative impact on a worker's morale and productivity, as well as engender a discordant working environment for all. As a result, how workers perceive discrimination in the workplace can be as important as actual incidences of unfair treatment.

American workers express a range of opinions regarding whom they believe are most likely to be subjected to unfair treatment. Among those who think certain groups are more likely than others to be subjected to unfair treatment, 21% say that African-Americans are the most likely to experience discrimination, while 13% say that Hispanic-American workers are the most likely to be treated in an unfair manner. Perhaps in reaction to the terrorist attacks of September 11, almost one-fourth (18%) of workers indicate that Arab-Americans are most likely to be treated unfairly, and 12% say that Muslims (people of Islamic faith) are the most likely to experience unfair treatment in the workplace.

Among those who think certain groups are more likely than others to be subjected to unfair treatment, 21% say that African-Americans are the most likely to experience discrimination, while 13% say that Hispanic-American workers are the most likely to be treated in an unfair manner.

Workers are less inclined to think that other racial, ethnic, or minority groups such as people with disabilities, people who have difficulty speaking English, and women are most likely to be treated unfairly at work (3%, 5%, and 8%, respectively).

Fig. 2-1: Who is most likely to be treated unfairly in the workplace?



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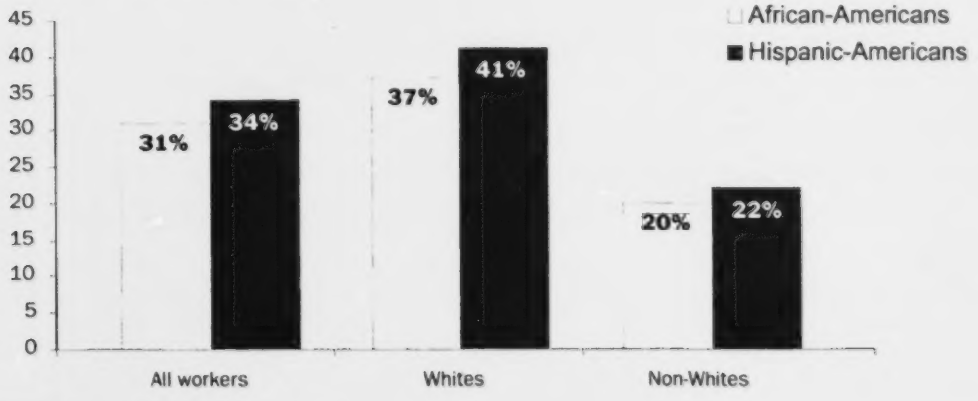
Half of African-American workers believe that African Americans are treated unfairly in the workplace compared to 10% of white workers, and 13% of workers from other racial backgrounds. African-American workers are also less likely to believe that all workers receive equal treatment with only 11% of African-American workers holding this opinion compared to more than a quarter (27%) of white workers and 24% of workers from other racial backgrounds. Among workers of Hispanic origin, 22% say that Hispanic-Americans are the most likely to be the target of unfair treatment, while only 5% of non-Hispanic workers hold this belief.

When asked an open question regarding their opinion on who is most likely to be treated unfairly in the workplace, workers are most likely to identify African-Americans, Arab-Americans, Hispanic-Americans, and Muslims as the most likely targets of workplace discrimination. When asked about African- and Hispanic-American workers in particular, a significantly larger percent agree that these groups of workers are most likely to be treated unfairly in the workplace, with 39% believing African-Americans are the most likely target and 40% believing Hispanic-American workers are the most likely target.

While workers of different income and education hold varying opinions as to which of their co-workers they believe is most likely to be subject to unfair treatment at work, race is the key determinant of how people perceive discrimination[1]. It does this in two ways: first, many workers are likely to work in racially homogenous workplaces, with no black or Hispanic co-workers; second, white workers are more likely than non-white workers to think that everyone is treated fairly in the workplace. In stark contrast, more non-white workers than white workers perceive that African- and Hispanic-Americans are most likely to be treated unfairly in the workplace.

The survey finds that almost one-third (31%) of workers indicate that their workplace does not employ any African-American workers, while 34% indicate that they do not work with any Hispanic workers. Among white workers, these figures rise significantly (37% and 41%, respectively), and drop among non-white workers (20% and 22%). The fact that many white workers work in a racially homogenous environment may contribute to their perception that all workers are treated equally—they see no evidence to the contrary.

Fig. 2-2: Number of Workers Who Have No African- or Hispanic-American Co-Workers



[1]Work Trends researchers conclude that race is the factor with the greatest significance based on a number of statistical tests including controlling for race, income, and education level throughout the analysis.

Income and education play a secondary role in influencing how workers perceive discrimination in the workplace. For example, among white workers earning lessthan $40,000 per year, 38% agree that African-Americans are more likely to be treated unfairly in the workplace, while 33% of white workers earning more than $40,000 a year express similar support. The same trend is evident among non-white workers, with those earning less than $40,000 a year and those earning more than $40,000 a year demonstrating similar levels of agreement that African-Americans are more likely to experience discrimination in the workplace (59% and 56%, respectively). Education has a greater influence than income on perceptions of discrimination, particularly among non-white workers. While non-white workders of all education levels are more likely than whites to agree that African-Americans are discriminated against more often, non-white workers with more than a high school education are more likely than non-white workers with a high school education or less to say that African-Americans are more likely to be treated unfairly (62% and 53%, respectively).

The opinion gap is smaller among whites, with those with more formal education voicing more agreement than those with less formal education (35% and 28%, respectively). These same trends emerge when workers are asked about Hispanic-American workers.

Finally, company diversity plays an interesting role in influencing how workers perceive discrimination in the workplace, with a racial divide evident between smaller and larger companies. Company size is inversely proportional to its diversity; however, company diversity appears to have modest influence on the perception of diversity. The smaller the company, the less likely it is that African- and Hispanic-Americans are among the employees. Over two-thirds (68%) of those who work at a company that employs less than 25 people say that they do not work with any African-Americans, while 57% say they do not work with any Hispanic-Americans. In contrast, at companies that employ 250 or more people, only 8% say they have no African-American colleagues, and 15% say they do not work with any Hispanic-Americans. This trend is consistent for companies that employ 25-99 people and those that employ 100-249 people. At companies employing 25-99 workers, 36% of workers say they have no African-American co-workers, and almost half (47%) say they have no Hispanic-American co-workers. At companies employing 100-249 people, 25% of workers indicate they do not have African-American colleagues, and 30% say they do not have Hispanic-American co-workers.

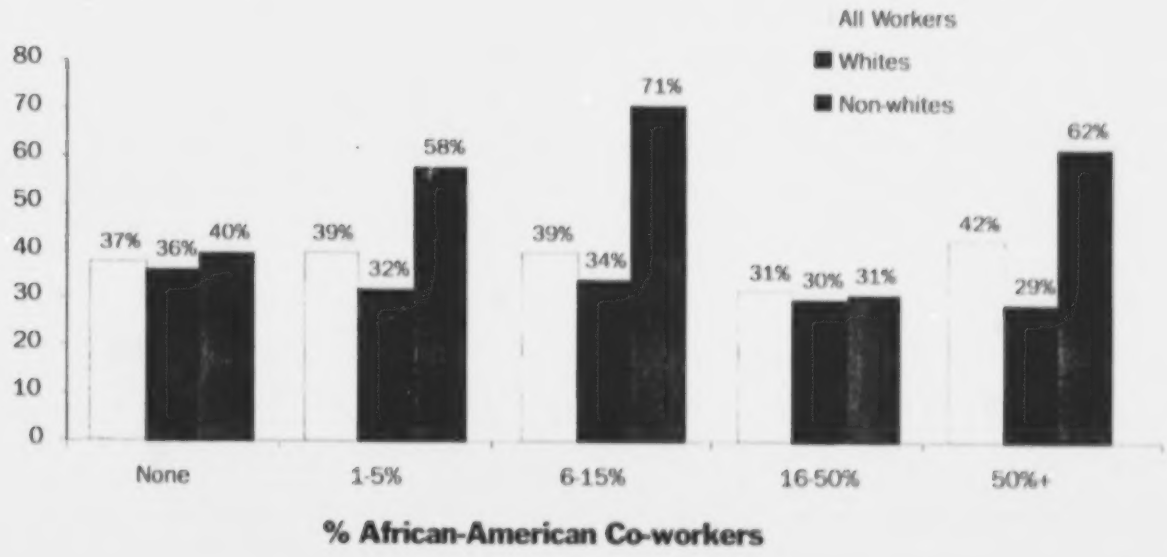
Company size is inversely proportional to its diversity. The smaller the company, the less likely it is that African- and Hispanic-Americans are among the employees. Over two-thirds (68%) of those who work at a company that employs less than 25 people say that they do not work with any African-Americans, while 60% say they do not work with any Hispanic-Americans.

Company diversity influences the opinions of non-white workers more than it does those of white workers. For instance, 40% of non-white workers who say they have no African-American co-workers agree that African-Americans, in general, are more likely to be treated unfairly in the workplace. In contrast, 58% of non-whites who work with 1-5% of African-Americans and 71% of those who work with 6-15% agree.

However, relatively low numbers of white workers, regardless of their company's diversity, agree that African-Americans are most likely to be treated unfairly at work. Only 36% of whites who do not have African-American co-workers agree that they are most at risk of unfair treatment. Among whites who work with 1%-5% of African-

American co-workers, 32% agree that African-Americans are most likely to be treated unfairly at work, while 34% of white workers with 6%-15% African American colleagues, and 30% of those with 16%-50% African-American co-workers voice the same level of agreement. At companies where the workforce is more than 50% African-American, 29% of white workers agree that African-Americans are most likely to experience unfair treatment at work.

Fig. 2-3: Worker Perception of Unfair Treatment Toward African-Americans by Race and Company Diversity



Section 3: Personal Experiences with Discrimination in the Workplace

Beyond the threat or perception of unfair treatment in the workplace, many workers actually experience discrimination—against themselves or someone they know—at work. Again, race is the prevailing predictive factor regarding which workers will actually be discriminated against while at work and how workers rate the fairness of workplace policies such as hiring. In addition, income and education play a role. Higher income workers with more formal education are more likely to have personal experience with discrimination. Non-white workers—particularly those earning more than $40,000 a year and with more formal education—are far more likely than white workers to say that either themselves or someone they know at work have experienced unfair treatment.

In this survey, *Work Trends* researchers asked workers to evaluate their views about discrimination in the workplace in the country as a whole, and to describe their personal experiences with discrimination. When thinking about their own workplaces, relatively few workers say they have had first-hand experience with discrimination. A small number (18%) of workers report that they are aware of instances in the last year where a co-worker believed they were treated unfairly because of their race or ethnicity. An even smaller number (10%) say that there were instances in the last year where they believe they were being treated unfairly at their workplace because of their race or ethnicity. Respondents say that both the workers who did believe they were treated unfairly as well as their employers responded to these incidents in a variety of ways, with many taking no action either to report the discrimination or to address it. Many workers who say they themselves were the subject of unfair treatment express dissatisfaction with their employer's response to their situation. It is clear that many workers are reluctant to report incidents of discrimination or unfair treatment in the workplace. Either due to fear of retaliation or uncertainty about how to handle the situation, many workers simply keep experiences with unfair treatment to themselves.

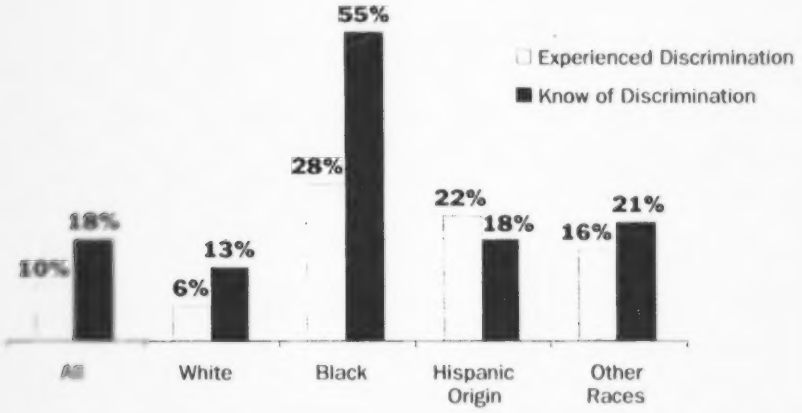
African-American workers and other minorities are more likely than white workers to say they themselves have personally experienced discrimination in the workplace. Among African-Americans, 28% say they have been treated unfairly at work because of their race, compared to 16% of workers of other races and 6% of white workers. Workers of Hispanic origin are also more likely than non-Hispanic workers to experience race-based unfair treatment (22% and 8%, respectively).

Among African-Americans, 28% say they have been treated unfairly at work because of their race, compared to 16% of workers of other races and 6% of white workers. Workers of Hispanic origin are also more likely than non-Hispanic workers to experience race-based unfair treatment (22% and 8%, respectively).

African-American workers are also much more likely than workers of other races or white workers to say that they know of instances in the last year where a co-worker felt they were discriminated against because of their race (55%, 21%, and 13%, respectively). However, workers of Hispanic origin are no more likely than non-Hispanic workers to say they know of instances where co-workers experienced unfair treatment (18%, respectively).

Difference in company size seems to be an important factor in the probability of knowing of an instance of discrimination in

Fig. 3.1: Likelihood of Workers Experiencing Discrimination by Race



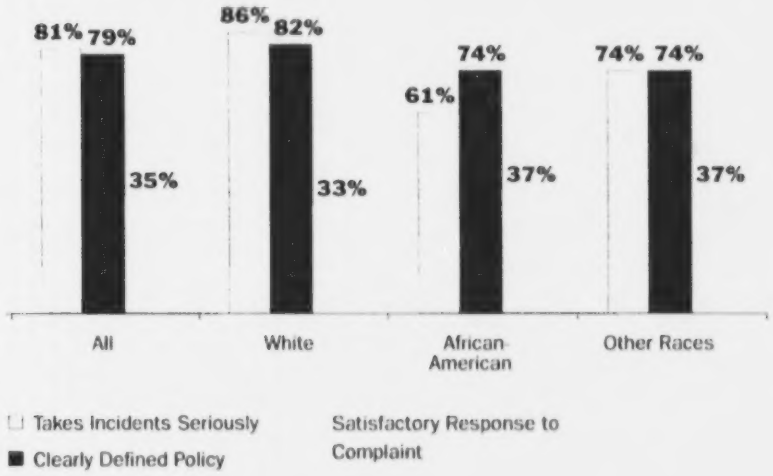
the respondent's workplace. As the size of the company increased so did the number of respondents who knew of an instance of racial discrimination that had taken place in their workplace. Among workers who are employed at companies with less than one hundred workers, only 10% say that they know of someone who felt they were treated unfairly. In contrast, 25% of workers at companies that employ 100 people or more say the same.

Almost two-thirds (63%) of workers who believed they were treated unfairly say that their employer ignored their complaint and took no action in response to the incident, while 57% say that they did not believe their employer responded in a prompt and satisfactory manner.

The diversity of a company does not necessarily mean that workers are more likely to experience discrimination. Among non-white workers, 78% of those who do not have African-American co-workers say that they are unaware of anyone who has been treated unfairly. This figure decreases for companies with a 1%-5% or 6%-10%% African-American workforce (62% and 43%, respectively), but then increases for those who work with 11%-25% or more than 25% African-Americans (66% and 57%, respectively). For non-white workers who have not personally experienced discrimination, there is almost no correlation with company diversity.

Despite the fact that the majority of workers believe that their employer takes incidents of discrimination at their workplace seriously (81%), and has a clearly defined anti-discrimination policy (79%), most workers express dissatisfaction with how their employer responded to their complaint. *Almost two-thirds (63%) of workers who believed they were treated unfairly say that their employer ignored their complaint and took no action in response to the incident, while 57% say that they did not believe their employer responded in a prompt and satisfactory manner.* Only 7% say that their employer reprimanded the person engaging in the discrimination, while even fewer (2%) workers say that that employee was fired or

Fig. 3-2: Worker Perceptions of Employer Attitudes Toward Discrimination in the Workplace



demoted. In fact, workers were slightly more likely (5%) to say that they were transferred or fired as a result of their complaint. Even though most workers say that their employer takes the issue of discrimination in the workplace seriously, many workers remain dissatisfied with how employers respond to actual incidences of unfair treatment.

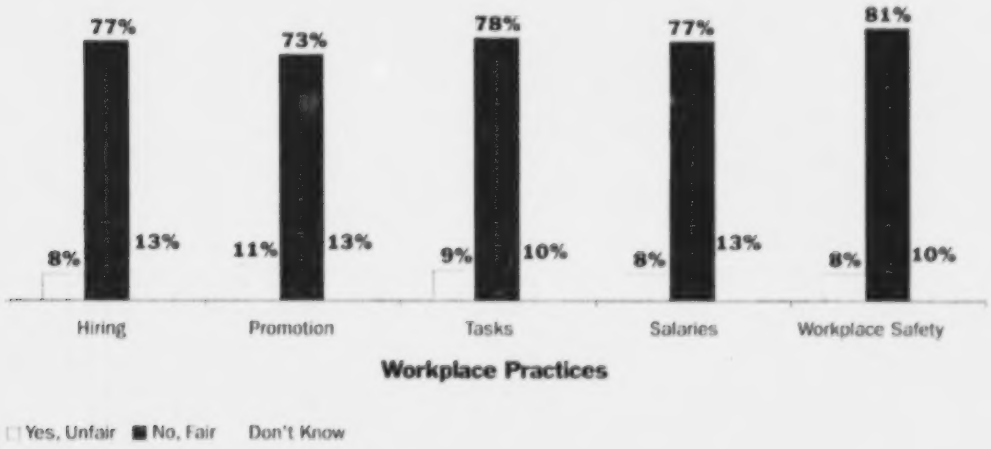
Workers of all races are almost equally likely to say that their employer has clearly defined anti-discrimination policies, but there is a pronounced gap between the number of white workers and of African-American workers who believe that their employer takes incidents of discrimination in the workplace seriously. The majority (86%) of whites and 74% of workers of other races believe that their employer takes issues of discrimination seriously, compared to 61% of African-Americans.

Workers employed at larger companies are more likely than those in smaller companies to say that their employer takes incidents of discrimination seriously and has a clearly defined discrimination policy, while workers in smaller companies express more satisfaction with the way their employer responded to their complaint. For example, among workers at companies with 100+ employees, 90% say their company has a clearly defined policy on discrimination, and 85% say their employer takes such complaints seriously. In contrast, 67% of workers at smaller firms say that their company has a clearly defined policy and 77% believe their employer takes complaints of unfair treatment seriously. However, among workers who are employed at companies with less than one hundred employees, almost half (47%) express satisfaction with the manner in which their employer responded to their complaint of unfair treatment, compared to 27% of workers of larger companies.

How Employer Policies Are Perceived

When asked about certain employment practices at their workplace as they impact African-Americans, the majority of workers say that employment practices in hiring, promotion, assignment of responsibilities, salaries, and a safe working environment are carried out in such a way that they are fair to African-American workers (see Fig. 3-3).

Fig. 3-3: Worker Perceptions of How Employment Practices Are Unfair to African-Americans



Interestingly, fairly high numbers of workers indicate that they do not know if employment practices such as these are carried out in a way that if unfair towards African-Americans (10% to 13%, respectively). African-American workers are far more likely than white workers or workers of other races to say that they are not treated fairly during the administration of these practices. For example, almost half (46%) of

Workers who report being treated unfairly in the workplace most frequently cite being passed over for promotion, being assigned undesirable tasks, and hearing racist comments as the best descriptions for the way in which they were treated unfairly at work (28%, 21%, and 16% respectively).

African-American workers say that promotions are awarded in a way that is unfair to African-Americans, compared to only 6% of white workers, and 12% of workers of other races.

Workers with at least a high school education are more likely than workers with more education to agree that employment practices are unfair to African-Americans, sometimes almost twice as likely. This pattern is very likely due to the association between race and educational attainment (i.e. African-Americans are more likely than whites to be in the high school only group). Similarly, workers earning less than $40,000 a year are approximately two times more likely than workers earning more than $40,000 a year to agree that employment practices are unfair to African-Americans. The strong association between race and income (i.e. African-Americans are more likely than whites to be in the low to moderate income group than high income group) is likely an important factor underlying this pattern.

What forms did this discrimination take? Workers who report being treated unfairly in the workplace most frequently cite being passed over for promotion, are being assigned undesirable tasks, as the best descriptions for the way in which they were treated unfairly at work (28% and 21%,

respectively). Many workers (16%) cited hearing racist comments as a way in which they were subject to unfair treatment. When asked to categorize the nature of the mistreatment, African-Americans were more than twice as likely as whites to report being passed over for a promotion (56% and 24%, respectively). Despite experiencing unfair treatment, more than one-third (34%) of these workers say that they did nothing in response to the incident and kept it to themselves. Workers who did take action were most likely to report it to a supervisor or file a complaint according to company procedures (29% and 19%, respectively). Only 4% of workers say they quit, while only 3% sued their company or co-worker, and 2% confronted the person who perpetrated the incident. Interestingly, whites are far more likely than African-Americans to keep incidents of discrimination to themselves (32% and 50%, respectively), perhaps because African-American workers feel more justified in reporting such incidents to their employers.

Section 4: What Actions Should Employers Take

Diversity in the Workplace

Worker opinion is divided over what actions Americans believe employers should take to address unfair treatment in the workplace. More than half (56%) of all workers strongly or somewhat agree that employers should be required by law to maintain a certain level of diversity in the workplace (31% and 25%, respectively). However, one-fourth (25%) strongly disagree with the idea of mandatory laws regarding diversity in the workplace. Workers are more likely to agree that the diversity among a company's employees should reflect the diversity of the city in which it is located. Almost one-third (32%) strongly agree with this statement, while 31% somewhat agree. Only 16% of workers strongly disagree with the idea that a workplace should be a reflection of the city in which it is located.

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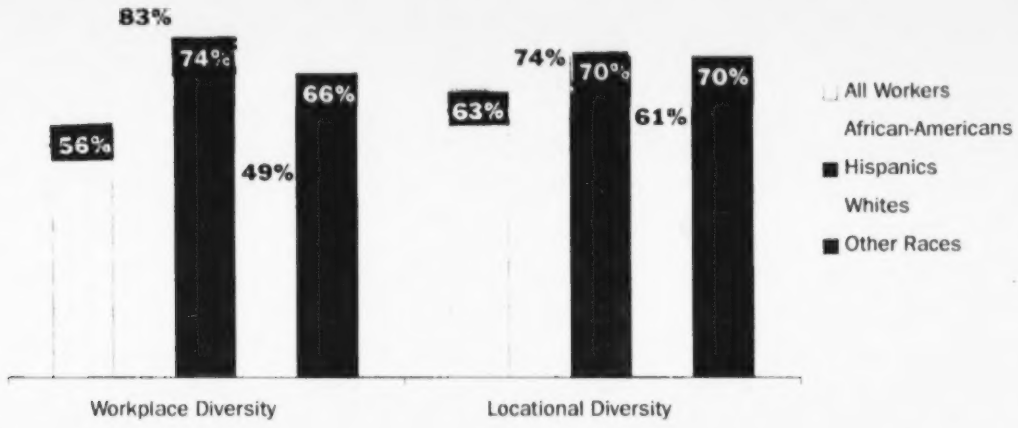
African-American workers are the most likely to agree that employers should be required by law to maintain a certain level of diversity in the workplace. The majority (83%) of African-American workers agree with this policy, compared to 66% of workers of other races and 49% of white workers. There is more support among workers for the idea that the diversity among a company's employees should reflect the diversity of the city in which it is located, with 74% of African-Americans, 70% of workers of other races, and 61% of whites offering support for such a policy.

Workers of Hispanic origin are also more likely than non-Hispanic workers to agree with both of these policies. Almost three-fourths (74%) of Hispanic workers agree that employers should be required by law to maintain a certain level of diversity in the workplace, with 44% strongly agreeing with this policy. In contrast, among non-Hispanic workers, 53% agree with the idea of mandated diversity in the workplace, and only 29% strongly agree. The majority of Hispanic and non-Hispanic workers agree that the diversity among a company's employees should reflect the diversity of the city in which it is located (70% and 63%, respectively).

Non-white workers in more diverse companies are more likely than non-white workers who work in less diverse companies to support the idea that employers should be required by law to maintain a certain level of diversity. The opinions of white workers in both diverse and non-diverse companies is similar. Equal (51%) numbers of white and non-white workers who say they do not have any African-American co-workers agree that employers should be legally required to employ a diverse workforce. But while 81% of non-white workers who work with up to 5% African-American co-workers, only 44% of similarly situated white workers express the same level of agreement for this policy. Likewise, non-white workers who work with 6-15% of African-American co-workers are much more likely than white workers who do the same to support a diversity policy (71% and 47%, respectively).

Fig. 4-1: Support for Diversity Policies by Race



Lower income workers voice more support for mandated diversity than workers with higher incomes. Among workers who earn less than $40,000 a year, 67% agree that employers should be required by law to maintain a certain level of diversity, while 69% agree that the diversity among a company's employees should reflect the diversity of the city in which it is located. In comparison, among workers earning more than $40,000 a year, less than half (49%) support the idea of mandated diversity in the workplace and 60% agree that a company should reflect the diversity of the city in which it is located.

A massive partisan split is found among Democrats, Republicans, and Independents regarding support for mandated diversity in the workplace. Nearly twice as many Democrats (70%) than Republicans (44%) support this policy, with 56% of Independents expressing support.

A massive partisan split is found among Democrats, Republicans, and Independents regarding support for mandated diversity in the workplace. Nearly twice as many Democrats (70%) than Republicans (44%) support this policy, with 56% of Independents expressing support. Nearly three-quarters of Democrats (74%) support the notion that workforces should reflect the diversity of their home region, as opposed to 56% of Republicans and 64% of Independents.

A gender and education gap is found, as well. Almost two-thirds (63%) of workers with a high school education or less, as well as 63% of women, agree that employers should be required by law to maintain a certain level of diversity in the workplace. In contrast, only 49% of men and 50% of workers with more than a high school education agree with workplace diversity laws.

Affirmative Action

Although significant numbers of people say that the risk of unfair treatment is still a problem in today's workplace, an extraordinarily small percentage of workers support

the idea of giving preference to one ethnic/racial group over another as a means of addressing past discrimination. Only 9% of workers strongly agree that, because of past discrimination, qualified African- or Hispanic-Americans should receive preference over equally qualified white workers in such matters as getting jobs. Another 12% somewhat agree with this strategy. In contrast, 74% of workers disagree, with more than half (54%) strongly disagreeing that affirmative action is a good strategy for righting past wrongs.

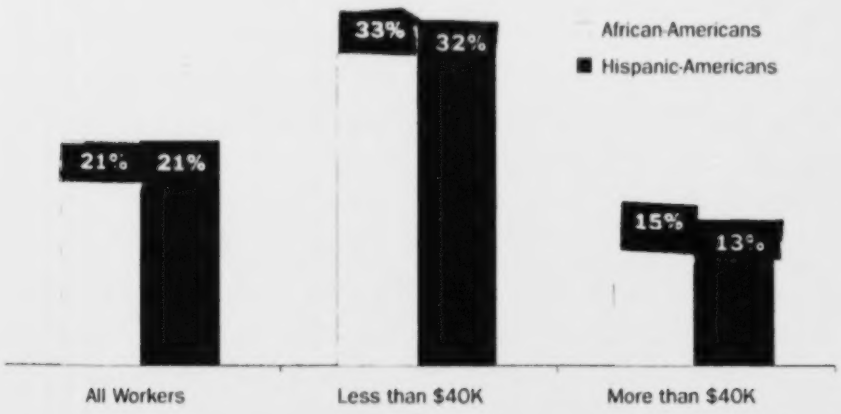
Race, income, and political affiliation play an important role in determining who supports affirmative action policies. African-American workers are far more likely than white workers or workers of other races to support the idea of preferential treatment to address past discrimination. Half (50%) of African-Americans agree with this statement, and 33% strongly agree. In stark contrast, only 15% of white workers similarly agree, with only 4% voicing strong agreement. Similarly, 45% of African-American workers, compared to 14% of white workers and 29% of workers of other races, say that Hispanic-Americans should receive preference when competing with equally qualified white workers.

African-American workers are far more likely than white workers or workers of other races to support the idea of preferential treatment to address past discrimination. Half of African-Americans agree with this statement, and 33% strongly agree. In stark contrast, only 15% of white workers similarly agree, with only 4% voicing strong agreement.

Almost one-third (31%) of workers of Hispanic origin agree with the preferential treatment strategy for African-Americans, compared to 21% of workers of non-Hispanic origins. Likewise, 28% of Hispanics agree that this strategy should be applied to Hispanic-American workers, compared to 19% of non-Hispanic workers.

Wealthier workers express less support for affirmative action policies than lower-income workers. Workers earning less than $40,000 a year are more than twice as likely as workers earning more than $40,000 a year to agree that because of past discrimination, qualified African-Americans should receive hiring preference over equally quali-

Fig. 4-2: Support for Affirmative Action, by Income



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fied whites (33% and 15%, respectively), as should qualified Hispanic workers (32% and 13%, respectively). At the same time, lower income non-white workers are more likely than higher income non-white workers to support affirmative action (44% and 33%, respectively). The same trend is true for workers of different education levels, with non-white workers with less formal education more supportive of affirmative action policies than non-white workers with more formal education.

Democrats are more supportive of affirmative action than Republicans or Independents. Among Democrats, 30% support affirmative action for African-American workers, and 27% support affirmative action for Hispanic workers. In contrast, only 13% of Republicans support affirmative action for African-Americans, and 9% support affirmative action for Hispanics. Independent support for affirmative action for African- and Hispanic-Americans falls in the middle (20% and 21%, respectively).

Support for affirmative action for African-American workers increases slightly as company diversity increases. For instance, among white workers, 87% who have no African-American co-workers and 80% of those who work with more than 50% of black co-workers disagree with affirmative action. Likewise, 68% of non-white workers who do not have African-American colleagues disagree with affirmative action policies, compared to 64% of those who work with 50% or more African-American co-workers.

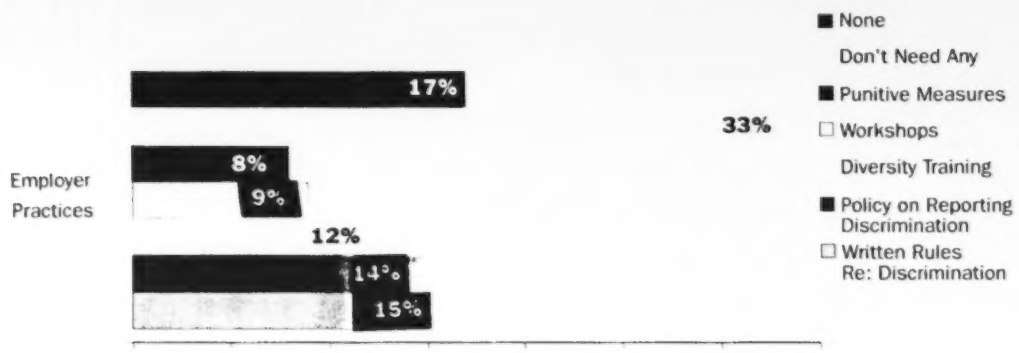
Other Workplace Practices to Reduce Discrimination

Many workers express the opinion that everyone in the workplace is treated equitably, and that no unfair treatment takes place. It is therefore not surprising that 50% of workers do not think that their employer needs to implement practices to reduce incidents of discrimination. Among those workers who do support the implementation of workplace policies to combat discrimination, 15% say the most effective strategy is written rules for the workplace that outline what their employer considers discrimination. Almost as many workers (14%) favor a written policy about how to report instances of discrimination. Diversity training, instructor-led workshops that explain discrimination and the laws that regulate it, and strong punitive measures for people who are engage in discrimination receive only tepid support from workers (12%, 9%, and 8%, respectively). Almost no workers favor hiring a more diverse workforce, creating better awareness of the problem, or enforcing current policies (1%, 2%, and 2%, respectively). Finally, one-tenth (10%) of workers admit that they do not know what practices their employer should implement to reduce incidents of discrimination.

Workers of all races believe that employers and workers are primarily responsible for addressing discrimination in the workplace, not government. Half (50%) of all workers say that employers are primarily responsible for addressing discrimination in the workplace, while 16% say that workers themselves bear the responsibility. *Less than 10% say that either the federal or state government*

Workers of all races believe that employers and workers are primarily responsible for addressing discrimination in the workplace, not government. Half (50%) of all workers say that employers are primarily responsible for addressing discrimination in the workplace, while 16% say that workers themselves bear the responsibility. *Less than 10% say that either the federal or state government is primarily responsible (7% and 5%, respectively).*

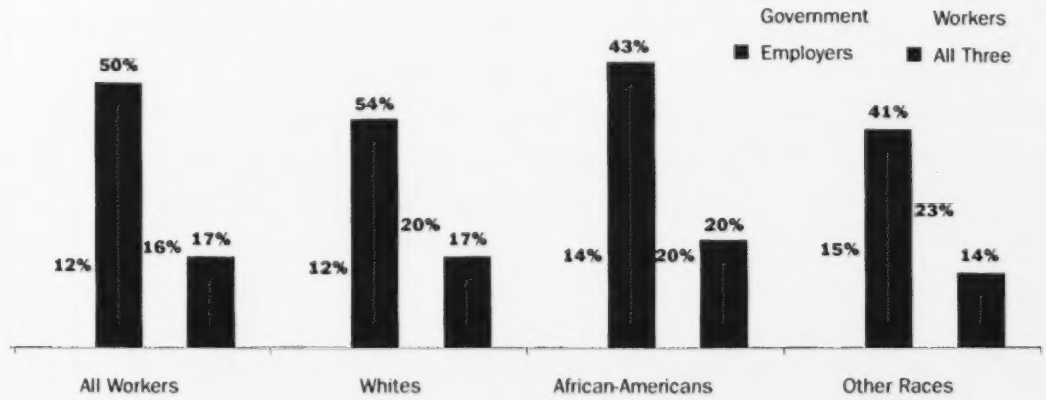
Fig. 4-3: Support for Practices Employers Should Implement to Reduce Discrimination



is primarily responsible (7% and 5%, respectively). Clearly, workers are looking to employers, not government, to take the lead role in addressing issues of discrimination in the workplace. This is a significant change from previous *Work Trends* surveys, where workers assigned a high level of responsibility to government in addressing issues such as education, job training and aiding the unemployed. Some workers take a broader view, with 17% believing that government, employers and workers all share the responsibility for addressing discrimination in the workplace.

Workers in minority groups are, in fact, more likely than white workers to say that workers are primarily responsible for addressing discrimination in the workplace, the survey finds. Perhaps reflecting their own experiences of isolation in seeking redress for unfair treatment, as described in Section 3, almost one-quarter (23%) of Hispanic workers, 23% of workers of other races, and 20% of African-American workers believe they are responsible for addressing discrimination, as opposed to 14% of white workers. White workers are more likely than African-American workers or workers of other races to say that employers are primarily responsible for addressing discrimination in the workplace (54% and 43%, respectively), while workers of other races are the least likely (41%).

Fig. 4-4: Who is Primarily Responsible for Addressing Discrimination in the Workplace?



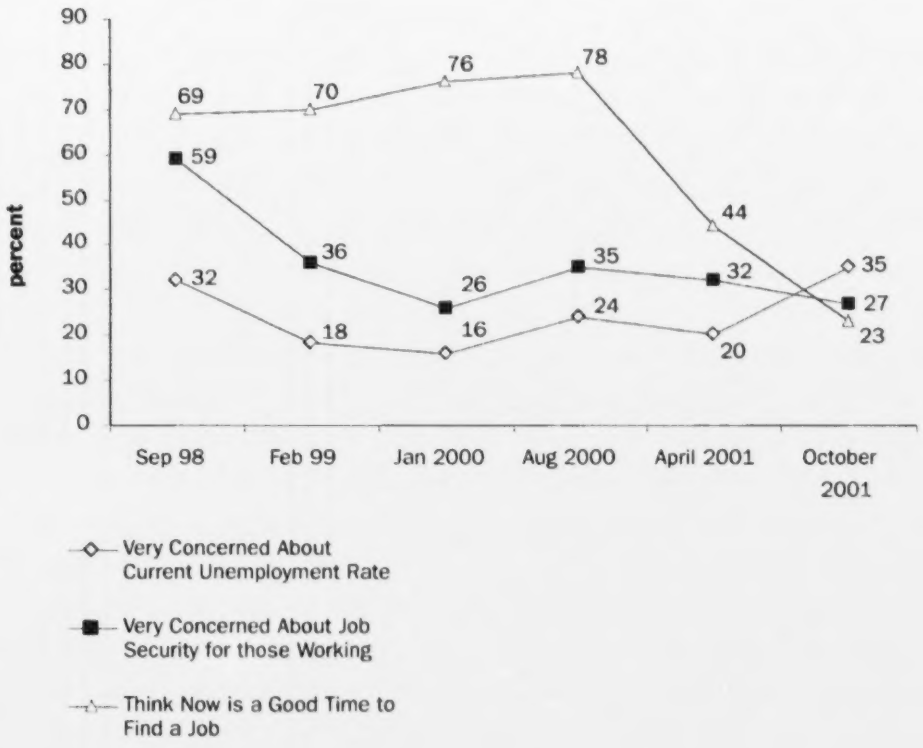
Section 5: Economic Questions

(this section contains previously released data)

In the wake of the attack of September 11, and faced with a slowing economy, American workers are increasingly worried about job security and unemployment. Across the spectrum, Americans express strong support for concerted action by government and employers to assist laid off workers with career counseling and information, financial assistance for training, and short-term grants for the unemployed to help pay their bills.

According to the survey, 78% of workers say they are now very or somewhat concerned about the current unemployment rate, a sharp increase from 53% who expressed this level of concern in the previous Work Trends survey in May 2001. Worker concerns about the unemployment rate are the highest since the survey series began in 1998. Women express a higher level of concern over the current unemployment rate than men. The majority (82%) of women express concern about the unemployment rate, with 46% saying they are very concerned. In contrast, only 25% of men say they are very concerned. Less than one-fourth (23%) of workers say that now is a good time to find a quality job, plunging from levels of nearly 80% in the year 2000 Work Trends surveys. At the same time, 76% of workers are concerned about job security for those currently working today, with more than one-fourth (27%) saying that they are very concerned. Again, women are more likely than men to express concern about job security for those currently working (83% and 71%, respectively).

Fig. 5-1: Worker Concern About Economic Issues Over Time



Lower income workers are more likely to think that now is a good time to find a job, as are African-American workers. Among workers earning less than $40,000 per year, 30% say that now is a good time to find a job, compared to 20% of workers earning more than $40,000 a year. Similarly, 44% of African-American workers think now is a good time to find a good job, significantly less than white workers or workers of other races (19% and 25%, respectively).

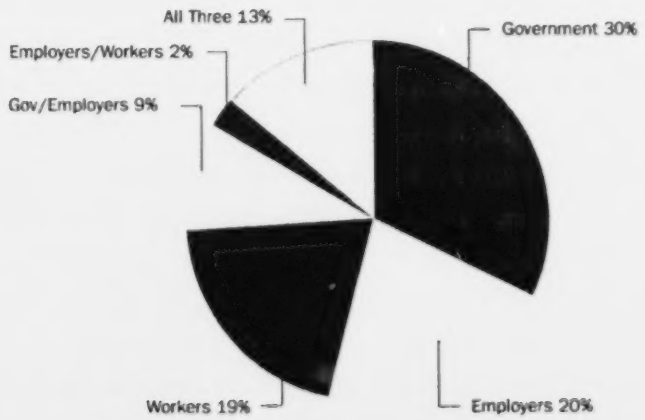
More than half (52%) of African-American workers say they are very concerned about the current unemployment rate, compared to 30% of white workers and 39% of workers of other races. Among African-Americans, 36% express concern over the prospect of losing their job in the coming year, compared to 27% of workers of other races, and 17% of white workers.

However, African-American workers are also more likely to express concern over the current unemployment rate and the likelihood that they might lose their job in the next year. More than half (52%) of African-American workers say they are very concerned about the current unemployment rate, compared to 30% of white workers and 39% of workers of other races. Among African-Americans, 36% express concern over the prospect of losing their job in the coming year, compared to 27% of workers of other races, and 17% of white workers.

Despite misgivings about the economy, most workers remain highly satisfied with their jobs, and less concerned that they themselves might lose their job in the next year. The vast majority (87%) report that they are satisfied with their job overall, with 57% saying that they are very satisfied. At the same time, only 8% of workers are extremely or very concerned that they might lose their job in the next year. In contrast, more than half (59%) are not at all concerned about losing their job, and 20% are not very concerned.

This survey shows that American support for action on jobs is intense and crosscutting. According to the survey, more than half of American workers (52%) now believe that government has a role to play in aiding the jobless. Of this number, 30% of Americans believe government should be primarily responsible for helping those who have been laid off. When asked a similar question in a 1998 Work Trends survey, only 18% of workers saw government taking a primary role. African-American workers and workers of other races are the most likely to think that government should take the lead role in aiding the jobless (42% and 38%,

Fig. 5-2: Who is Reponsible for Helping Laid Off Workers?

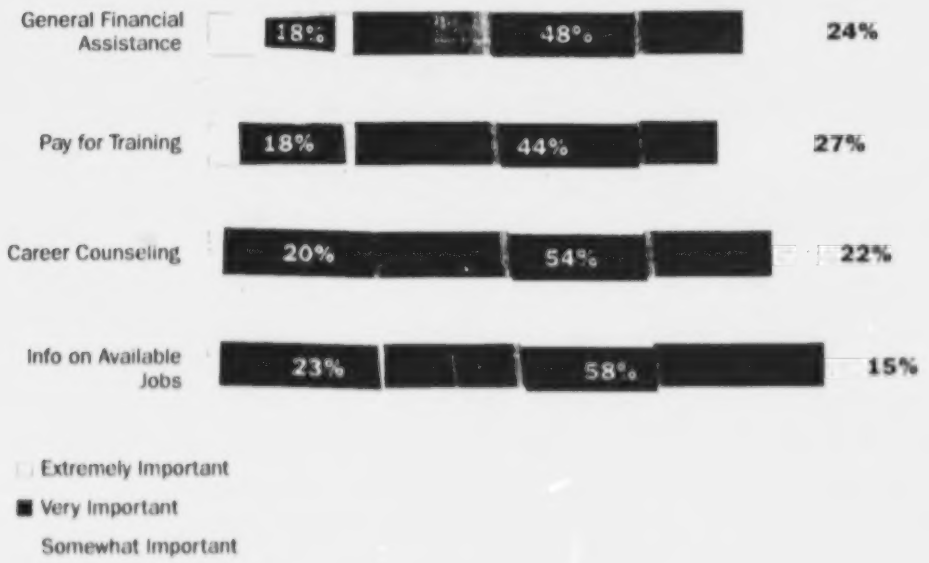


respectively), while white workers are the least likely (27%).

Nearly three-quarters (74%) of Americans say it is very or extremely important for government and employers to provide career counseling to help laid off workers find a job. Over 80% of workers say that providing information about jobs in workers' communities is very or extremely important. Strong majorities of Americans agree that it is very or extremely important for government and employers to provide laid-off workers with financial assistance for training (62%), and short-term financial help to pay their bills (66%).

As lawmakers seek to implement effective steps that would help the economy, the survey data offer one avenue of action that simply requires wider promotion of an existing benefit for education and training assistance. According to the survey, fewer than 15% of Americans have heard either of the Hope Credit or the Lifelong Learning Credit, existing U.S. tax credits passed by Congress and the White House in 1997 to help workers pay for education and work-related training. Many workers and the unemployed may wish to take advantage of these credits over the next few months, at a time when acquiring new skills could be critical to keeping or finding jobs.

Fig. 5-3: Support for Government Actions to Assist Laid Off Workers



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Conclusion

Despite the extraordinary economic expansion of the 1990s and the modest growth in median income seen for African-American and Hispanic families, black and white America still perceive opportunity from different aspects of the economic prism. For many, they can go as far as hard work and skill can take them; but for others, this same level of effort and talent may not be rewarded or may even be penalized. As is well-known, these differences bring opportunity costs to the economy as a whole.

Without question, the new survey shows that workers of all races can and do firmly believe that employers should strive to reflect the diversity of the communities in which they live and strive to maintain diverse workforces where possible. However, they are deeply divided as to whether government should mandate these policies by law. Still, it is clear from the survey that Americans across the spectrum would prefer to see the mosaic of people in their communities reflected in their workplaces.

In contrast to many findings from the multi-year *Work Trends* series, where Americans sought government and employers to work in partnership with them on improving their skills and workplaces, *A Workplace Divided* finds workers in agreement that discrimination is a matter for employers to address within the workplace. Indeed, workers feel the sting of discrimination most acutely in the concrete practices of hiring, promotion, and salaries, and many African-American and other workers of color agree that they must also take responsibility for addressing these issues. Many workers also agree that employers do at least take diversity seriously on paper, and have stated policies and guidelines. But these good intentions unfortunately do not always translate into effective practices.

While some workplaces reflect the demographics of their region, other employers have not sought to diversify their workforce despite the multi-ethnic nature of their local communities. This undermines mutual understanding and sharpens the divide in America's workforce in a time of economic recession and concern.

Appendix 1: Methodology

The survey was conducted from September 28 through October 28, 2001 by the Center for Survey Research and Analysis (CSRA) at the University of Connecticut. This report is based on a total of 1,005 telephone interviews completed with adult members of the workforce in the contiguous United States.

Interviews were conducted at the CSRA's interviewing facility in Storrs, Connecticut, using a Computer Assisted Telephone Interviewing (CATI) system. All CSRA surveys are conducted by professional survey interviewers who are trained in standard protocols for administering survey instruments. All interviewers assigned to this survey participated in special training conducted by senior project staff. The draft survey questionnaire and field protocols received extensive testing prior to the start of the formal interviewing period. Interviews were extensively monitored by center staff to insure CSRA standards for quality were continually met.

The sample for this survey was stratified to insure that regions, as defined by the U.S. Bureau of the Census, were represented in proportion to their share of the total U.S. population. Within each of these regions, telephone numbers were generated through a random-digit-dial telephone methodology to insure that each possible residential telephone number had an equal probability of selection. Telephone banks which contain no known residential telephone numbers were removed from the sample selection process. The sample was generated using the GENESYS sampling database under the direction of a CSRA survey methodologist. Once selected, each telephone number was contacted a minimum of four times to attempt to reach an eligible respondent. Households where a viable contact was made were called up to 25 additional times. All households who initially refused to be interviewed were contacted at least one additional time by a senior interviewer who attempted to elicit cooperation. Within each household one adult was randomly selected to complete the interview.

A total of 1,470 adults were interviewed for this survey. Respondents who worked full or part time, or who were unemployed and looking for work, received a full interview. A total of 456 respondents who did not meet these criteria received a short interview that included demographic questions. An additional 9 respondents completed partial interviews and asked that the interview be completed after the field period had ended. The results of this report are based on a total of 1,005 complete interviews with members of the workforce. The final results were weighted to adjust for disproportionate probabilities of selection based on household size and telephone lines; additional weights were applied to match U.S. Bureau of the Census estimates for age,educational attainment, gender and race.

The sample error associated with a survey of this size is +/- 3%, meaning that there is less than one chance in twenty that the results of a survey of this size would differ by more than 3% in either direction from the results which would be obtained if all members of the workforce in the contiguous U.S. had been selected. The sample error for sub-groups is +/-6%. CSRA also attempted to minimize other possible sources of error in this survey.

Appendix 2: Survey Results

Hello, my name is $1 and I'm calling from the Center for Survey Research and Analysis at the University of Connecticut. We're conducting a brief national survey of the American workforce. May I please speak to the person in your household who is at least 18 years old and who has the next birthday?

N=		146	1100%
Continue	01		100%

Q1. Are you currently employed, are you unemployed and looking for work, or are you not employed and not looking for work?

N=		1461	100%
Employed	01		62%
Unemployed and looking for work			
	02 => IQT1		6%
Unemployed and not looking for work			
	03 => INT2		31%
Don't know			
	98 => D9		*%
Refused	99 => D9		*%

=> IQ4 if QS1=-02

Q2. Which statement best describes your current employment situation: (READ CHOICES 1-5)

N=		922	100%
I work full-time for only one employer			
	01		74%
I work full time for one employer and part-time for another employer			
	02		6%
I work one part-time job			
	03		9%
I work two or more part-time jobs			
	04		2%
I am self-employed			
	05		8%
Don't know			
	98 => D9		*%
Refused	99 => D9		—

Q3. How many hours do you work in a typical week? (ENTER 2 DIGITS)

N=		904	100%
0-20 hours	1	49	5%
21-30 hours	2	73	8%
31-35 hours	3	32	4%
36- 40 hours	4	390	43%
41-45 hours	5	95	11%
46-50 hours	6	112	12%
51-55 hours	7	35	4%
56-60 hours	8	65	7 %
61-65 hours	9	14	2%
66-70 hours	10	8	1%
71-80 hours	11	6	1%
80 or more hours per week			
	12	18	2%
Don't know	98	6	1%
Refused	99	1	0%
Mean			42.66
Median			40.00
Standard Deviation			12.28

Q4. I'm going to read you a list of some economic issues. For each issue that I read, please tell me whether you are very concerned, somewhat concerned, not too concerned, or not at all concerned about it. First is...

N=		1003	100%
Continue	01		100%

Rotation => Q5

Q4. The current unemployment rate. Are you very concerned, somewhat concerned, not too concerned or not at all concerned?

N=		1003	100%
Very Concerned			
	01		35%
Somewhat Concerned			
	02		43%
Not too concerned			
	03		12%
Not at all concerned			
	04		9%
Don't Know			
	98		1%
Refused	99		*%

Q5. Job security for those currently working. Are you very concerned, somewhat concerned, not too concerned or not at all concerned?

N=		1003	00%
Very Concerned			
	01		27%
Somewhat Concerned			
	02		49%
Not too concerned			
	03		13%
Not at all concerned			
	04		10%
Don't Know			
	98		1%
Refused	99		*%

Q6. Do you think that now is a good time or a bad time to be looking for a job?

N=		1003	100%
Good time			
	01		23%
Bad time	02		64%
Don't Know			
	98		13%
Refused	99		*%

=> Q9 if QS1=-02

Q7. How satisfied are you with your job overall? Are you very satisfied, somewhat satisfied, neither satisfied or dissatisfied, somewhat dissatisfied or very dissatisfied?

N=		920	100%
Very satisfied			
	01		57%
Somewhat satisfied			
	02		30%
Neither satisfied or dissatisfied			
	03		5%
Somewhat Dissatisfied			
	04		6 %
Very dissatisfied			
	05		2%
Don't Know			
	98		1%
Refused	99		*%

Q8. How concerned are you that you might lose your job in the next year? Are you extremely concerned, very concerned, somewhat concerned, not very concerned or not at all concerned?

N=	920	100%
Extremely concerned		
01		3%
Very concerned		
02		5%
Somewhat concerned		
03		12%
Not very concerned		
04		20%
Not at all concerned		
05		59%
Don't know		
98		*%
Refused 99		*%

Q9. In times of economic downturn, many companies experience large layoffs. Who should be primarily responsible for providing services to workers who have been laid off from their job? The government, employers or the workers themselves?

N=	*1003*	*100%*
The government		
01		30%
Employers		
02		20%
Workers 03		19%
Government and employers (volunteered) 04		9%
Employers and workers (volunteered)		
05		2%
All three equally (volunteered)		
06		13%
Other (SPECIFY)(volunteered)		
80		1%
Don't know		
98		6%
Refused 99		*%

Q10. I am going to read you a list of actions that government or employers might take to assist those who have been laid off from their job. For each one, please tell me whether you think these actions are extremely important, very important, somewhat important, not very important or not important at all. First...

N=	1003	100%
Continue		
01		100%

Q10A. Provide information about available jobs in their community. (PROBE WITHCATEGORIES 1-5 AS NEEDED)

N=	1003	100%
Extremely Important		
01		23%
Very Important		
02		58%
Somewhat Important		
03		15%
Not very important		
04		1%
Not important at all		
05		1%
Don't know		
98		1%
Refused 99		*%

Q10B.Provide career counseling to help laid off workers understand the jobs that they are qualified for and help them with the job search process. (PROBE WITH CATEGORIES 1-5 AS NEEDED)

N=	1003	100%
Extremely Important		
01		20%
Very Important		
02		54%
Somewhat Important		
03		22%
Not very important		
04		3%
Not important at all		
05		1%
Don't know		
98		1%
Refused 99		*%

Q10C. Provide financial assistance for training to upgrade laid off workers' skills to make them more competitive in the labor market. (PROBE WITH CATEGORIES 1-5 AS NEEDED)

N=	1003	100%
Extremely Important		
01		18%
Very Important		
02		44%
Somewhat Important		
03		27%
Not very important		
04		6%
Not important at all		
05		3%
Don't know		
98		2%
Refused 99		*%

Q10D. Provide financial assistance for a limited period of time to help laid off workers pay their bills. (PROBE WITH CATEGORIES 1-5 AS NEEDED)

N=	1003	100%
Extremely Important		
01		18%
Very Important		
02		48%
Somewhat Important		
03		24%
Not very important		
04		4%
Not important at all		
05		3%
Don't know		
98		2%
Refused 99		1%

Q11. Have you ever heard of the Hope Credit offered by the federal government?

N=		1003	100%
Yes	01		11%
No	02 => Q12		89%
Don't know			
	98 => Q12		*%
Refused	99 => Q12		*%

Q11a. For what does the Hope Credit offer a tax credit? (ASK AS OPEN ENDED)

N=	123	100%
Education01		63%
Taking public transportation		
02		—
Low-income families to supplement their income		
03		4%
Telecommuting		
04		—
Other (SPECIFY)		
80		2%
Don't know		
98		31%
Refused 99		—

Q12. Have you ever heard of the Lifelong Learning Credit?

N=		1003	
100%			
Yes	01		14%
No	02 => IQ13		85%
Don't know			
	98 => IQ13		1%
Refused	99 => IQ13		*%

Q12a. For what does the Lifelong Learning Credit offer a tax credit? (ASK AS OPEN ENDED)

N=		156	100%
Education			
	01		50%
Public transportation			
	02		*%
Low-income families to supplement their income			
	03		4%
Telecommuting			
	04		2%
Other (SPECIFY)			
	80		3%
Don't know			
	98		42%
Refused	99		—

Now I am going to ask you some questions about some workplace related issues.

N=		1003	100%
Continue			
	01		100%

USE DOWN ARROW TO VIEW ALL CHOICES

Q13. In your opinion, what racial, ethnic, or other minority groups do you think are most likely to be treated unfairly in the workplace? (ASK OPEN ENDED) (ACCEPT UP TO THREE RESPONSES)

N=		1003	100%
Blacks/African Americans			
	01		21%
Hispanic Americans			
	02		13%
Women	03		8%
People with disabilities			
	04		3%
Gays or Lesbians			
	05		3%
People with difficulty speaking English	06		5%
Arab-Americans			
	07		18%
Muslims (people of Islamic faith)			
	08		12%
Jewish people			
	09		*%
Christian people			
	10		*%
No one/Everyone treated equally			
	11		24%
All minority groups			
	12		2%
Asians/Asian-Americans			
	13		2%
Native Americans			
	14		*%
Immigrants			
	15		*%
People with little education			
	16		*%
Whites/ Caucasians			
	17		5%
Men	18		1%
Older people			
	19		*%
Other (specify)			
	80		3%
Don't know			
	98		13%
Refused	99		2%

Q14. Please tell me whether you agree or disagree with each of the following statements.

N=		1003	100%
Continue	01		100%

Rotation => Q14B

Q14a. In general, African Americans are more likely to be treated unfairly in the workplace than other groups. (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=		1003	100%
Strongly agree			
	01		13%
Somewhat agree			
	02		26%
Somewhat disagree			
	03		25%
Strongly disagree			
	04		30%
Don't know			
	98		5%
Refused	99		1%

Q14b. In general, Hispanic Americans are more likely to be treated unfairly in the workplace than other groups. (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=		1003	100%
Strongly agree			
	01		9%
Somewhat agree			
	02		31%
Somewhat disagree			
	03		28%
Strongly disagree			
	04		26%
Don't know			
	98		6%
Refused	99		1%

Q15a. Employers should be required by law to maintain a certain level of diversity in the workplace. (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=		1003	100%
Strongly agree			
	01		31%
Somewhat agree			
	02		25%
Somewhat disagree			
	03		15%
Strongly disagree			
	04		25%
Don't know			
	98		4%
Refused	99		*%

Q15b. The diversity among a company's employees should reflect the diversity of the city in which it is located. (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=	1003	100%
Strongly agree 01		32%
Somewhat agree 02		31%
Somewhat disagree 03		15%
Strongly disagree 04		16%
Don't know 98		1%
Refused 99		1%

Rotation => Q16B

Q16a. Because of past discrimination, qualified African Americans should receive preference over equally qualified whites in such matters as getting jobs? (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=	1003	100%
Strongly agree 01		9%
Somewhat agree 02		12%
Somewhat disagree 03		20%
Strongly disagree 04		54%
Don't know 98		3%
Refused 99		1%

Q16b. Because of past discrimination, qualified Hispanic Americans should receive preference over equally qualified whites in such matters as getting jobs? (PROBE: STRONGLY/SOMEWHAT AGREE/DISAGREE)

N=	1003	100%
Strongly agree 01		9%
Somewhat agree 02		12%
Somewhat disagree 03		21%
Strongly disagree 04		54%
Don't know 98		4%
Refused 99		1%

=> Q28 if Q51=02

For the next few questions, please think about the people you immediately work with.

N=	920	100%
Continue 01		100%

Q17a. Approximately what percentage of people at your workplace are African- Americans, just your best guess is fine? (ASK OPEN ENDED, ENTER 3 DIGITS FOR PERCENTAGE)

N=		904	100%
None	001 => Q17B		31%
1-5	002		21%
6-10	003		10%
11-15	004		4%
16-25	005		11%
26-50	006		13%
51-75	007		2%
76-99	008		2%
All	009		1%
Company is too big too know (volunteered)	997 => Q17B		2%
Don't know	998 => Q17B		3%
Refused	999 => Q17B		1%
Mean			14.43
Median			5.00
Standard Deviation			20.66

Q17b. Approximately what percentage of people at your workplace are Hispanic-Americans, just your best guess is fine? (ASK OPEN ENDED, ENTER 3 DIGITS FOR PERCENTAGE)

N=		904	100%
None	001 => IQ18		34%
1-5	002		20%
6-10	003		12%
11-15	004		4%
16-25	005		9%
26-50	006		12%
51-75	007		1%
76-99	008		2%
All	100		2%
Company is too big too know (volunteered)	997		1%
Don't know	998		3%
Refused	999		1%
Mean			14.37
Median			5.00
Standard Deviation			22.45

IQ18. At your company, do you feel any of the following practices are carried out in a way that is unfair to African Americans? First...

N=	920	100%
Continue 01		100%

Rotation => Q18E

Q18a. Hiring (PROBE: Practices are carried out in a way that is unfair to African Americans)

N=	920	100%
Yes unfair 01		8%
No fair 02		77%
Don't know 98		13%
Refused 99		2%

Q18b. Promotion (PROBE: Practices are carried out in a way that is unfair to African Americans)

N=	920	100%
Yes unfair 01		11%
No fair 02		73%
Don't know 98		13%
Refused 99		3%

Q18c. Assigning tasks and responsibilities (PROBE: Practices are carried out in a way that is unfair to African Americans)

N=		920	100%
Yes unfair	01		9%
No fair	02		78%
Don't know	98		10%
Refused	99		2%

Q18d. Salaries (PROBE: Practices are carried out in a way that is unfair to African Americans)

N=		920	100%
Yes unfair	01		8%
No fair	02		77%
Don't know	98		13%
Refused	99		3%

Q18e. Creating a safe working environment (PROBE: Practices are carried out in a way that is unfair to African Americans)

N=		920	100%
Yes unfair	01		8%
No fair	02		81%
Don't know	98		10%
Refused	99		2%

IQ19. Now I am going to ask you some questions about your specific experiences in the workplace.

N=		920	100%
Continue	01		100%

Q19. Do you know of any instances in the last year where someone felt they were treated unfairly at your workplace because of their race or ethnicity?

N=		920	100%
Yes	01		18%
No	02		79%
Don't know	98		3%
Refused	99		1%

Q20. Has there been any instance in the last year where you felt you were treated unfairly at your workplace because of your race or ethnicity?

N=		920	100%
Yes	01		10%
No	02 => Q25		88%
Don't know	98 => Q25		2%
Refused	99 => Q25		*%

Q21. Please tell me which of the following best describes the way in which you felt you were treated unfairly at work. Was it...(READ CHOICES 1 to 5)

Rotation => 5

N=		84	100%
Hearing racist comments in the workplace	01		16%
Receiving a threat of physical violence	02		2%
Being passed over for a promotion	03		28%
Getting fired or laid-off	04		6%
Being assigned undesirable tasks	05		21%
Didn't get a raise [VOL]	06		3%
Personal Treatment/ Disrespect [VOL]	07		6%
Sexual Harassment |[VOL]	08		2%
Something else (specify)	80		8%
Don't know	98		4%
Refused	99		5%

Q22. How did you respond to this incident? (READ CHOICES 1-5. ACCEPT UP TO 5 RESPONSES)

Rotation => 5

N=		84	100%
Nothing/Kept it to myself	01		34%
Filed a complaint according to company procedures	02		19%
Reported it to supervisor	03		29%
Sued company/co-worker	04		3%
Avoided certain areas/people in the office	05		10%
Quit	06		4%
Confronted person/ Explained situation	07		2%
Other(specify)	80		5%
Don't know	98		*%
Refused	99		5%

USE DOWN ARROW TO VIEW ALL CHOICESQ23. Did your employer take any action response to the incident? (IF YES ASK) What did they do? (ACCEPT UP TO 5 RESPONSES)

N=		84	100%
Reprimanded person engaging in discrimination	01		7 %
Fired or demoted person engaging in discrimination	02		2%
Made reparations or reassignment in response to correct discrimination	03		1%
Referred matter to another company official	04		2%
No/Ignored the complaint of discrimination	05		63%
Never filed a complaint	06		5%
Transferred/ Fired employee	07		5%
Compensation/ Raise	08		5%
Conference/ Talked about problem	09		1%
Other(specify)	80		4%
Don't know	98		2%
Refused	99		6%

Q24. In your opinion, did your employer respond in a prompt and satisfactory matter?

N=		84	100%
Yes	01		35%
No	02		57%
Don't know	98		6%
Refused	99		3%

Q25. Does your employer have clearly defined anti-discrimination policies?

N=		920	100%
Yes	01		79%
No	02		14%
Don't know	98		6%
Refused	99		1%

Q26. In general, do you feel that your employer takes incidents of discrimination at your workplace seriously?

N=		920	100%
Yes	01		81%
No	02		12%
Don't know	98		6%
Refused	99		1%

USE DOWN ARROW TO VIEW ALL CHOICES

Q27. What practices do you think your employer should implement to reduce incidents of discrimination? (ASK OPEN ENDED. ACCPET UP TO 6 REPONSES)

N=		920	100%
Written rules for the workplace outlining what the employer considers discrimination	01		15%
Written policy about how to report instances of discrimination	02		14%
Instructor-led workshops that explain discrimination and the laws that regulate it	03		9%
Diversity training	04		12%
Strong punitive measures for people who engage in discrimination	05		8%
Problems can't be changed	06		*%
Hire more diverse workforce	08		1%
Better awareness/ Communication	09		2%
Enforce Current policies	10		*%
Apply policies equitability toward all work	11		2%
Other (SPECIFY)	80		3%
No discrimination/Don't need any	96		33%
None	97		17%
Don't know	98		10%
Refused	99		1%

Q28. In your opinion, who do you think is primarily responsible for addressing discrimination in the workplace? (READ CHOICES 1-4)

N=		1003	100%
Employers	01		50%
Federal government	02		7%
State government	03		5%
Workers	04		16%
None of the above (volunteered)	05		1%
All of the above (volunteered)	06		17%
Don't know	98		3%
Refused	99		1%

Notes:

Results reported reflect weighted percentages and unweighted sample sizes

* Indicates less than .5% of responses in category

-- Indicates no responses in category

Percentages of all responses to a question may add to more than 100% because of rounding.

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